Norton 360™

User Guide

See back cover for Quick Installation.

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Norton 360™ User Guide

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Norton 360™

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Overview

1

This chapter includes the following topics:

- About Norton 360

About Norton 360

Norton 360 offers proven performance and delivers today's fast and light all-in-one solution to protect your PC and all your online activities. It protects against viruses, worms, hackers, and botnet. With a single subscription, you can protect up to three PCs. It safeguards against online identity theft, protects important files, and keeps your PC tuned and running at peak performance.

Norton 360 is completely automated and easy to use. It works quietly in the background to maintain your overall system integrity with minimal effect on PC performance. By offering an unmatched combination of performance and protection, Norton 360 helps you get the most out of your PC and your online experience.

Installation

2

This chapter includes the following topics:

- Installing Norton 360

Installing Norton 360

You can install Norton 360 from a CD or from a file that you download.

To install Norton 360

1. Do one of the following:
   - If you install from a CD, insert the CD into the optical drive.

     In Windows Vista or Windows XP, click **Install Norton 360.**

     In Windows 7 or Windows 8, click **Launch Norton Install** and then click **Install Norton 360**.
   - If you downloaded your copy of Norton 360, double-click the file that you downloaded.
2. In the Norton 360 installation page, enter the Product Key if prompted.
3. Click the **Norton License Agreement** link, read the agreement, and then click **Close**.
4. After you have read the agreement, click **Agree & Install**.

If the opening panel does not appear

Sometimes a computer's optical drive does not automatically run a CD.

To start the installation from the product CD

1. On your desktop, double-click **My Computer**.
2. In the **My Computer** window, double-click the icon for your optical drive.
3. In the list of files, double-click **Start.exe** and then click **Install Norton 360**.

Getting Started

3

This chapter includes the following topics:

- Accessing Norton 360
- Activating Norton 360
- Exploring the main window
- About Norton 360 status
- About managing messages and alerts
- For more information

Accessing Norton 360

Norton 360 protects any computer on which it is installed. You do not have to start the product to be protected. If Norton 360 detects a situation that requires your attention, Norton 360 repairs it automatically. You can also set Norton 360 to notify you when a situation requires your attention, and you can decide which action you want to take.

At any time, you can open Norton 360 to adjust the settings, review your protection status, or perform preventive maintenance. You can access all of the program features from the main window.

To open Norton 360

❖ Do one of the following:

- In the Windows notification area, double-click the **Norton 360** icon.
- In Windows Vista, Windows XP, and Windows 7, click **Start > All Programs > Norton 360 > Norton 360**.
- In Windows 8, in the **Start** screen, click **Norton 360**.

Activating Norton 360

To use all of the features in Norton 360, you must first activate your product. Product activation reduces software piracy and ensures that you have authentic Symantec software. You can renew your subscription after the end of your subscription period.

If you did not activate your product during installation, Norton 360 prompts for activation each time you start the product. Also, you receive an activation alert regularly until you activate the product.

You must activate your product within the time period that the alert specifies, or your product stops working.

You can activate your product directly from the activation alert. You can also activate your product from the **Trial Period Status** link in the main window or from the **My Account** window. In some cases, you might need to enter your Product Key to activate your product. You can activate or renew the subscription of your product from any non-admin user account as well. Activation should take only a few minutes.

To activate Norton 360, your computer must be connected to the Internet. If you use a proxy server to connect to the Internet, you must configure the proxy settings. To configure proxy settings, go to the Norton 360 main window, and then click **Settings >**

Administrative Settings > Network Proxy Settings > Configure.

To activate Norton 360 from the alert

1. In the alert, click **Activate Now** or **Renew Now**.
2. Click **OK**.
3. Follow the on-screen instructions.
4. In the window that appears, click **Done**.

To activate your product from the main window

1. In the Norton 360 main window, do one of the following:
   - If you purchased a subscription version of a retail product, click **Activate Now**.
   - If the product came installed on your computer, click **Activate Online Now**.
   - If you want to renew the subscription of your product, click **Renew**.
2. Follow the on-screen instructions to activate or subscribe your product.

About problems during activation

A connectivity problem can occur if you use parental control software. If you suspect that parental controls might block the connection, you can configure the parental controls so that they do not block the activation procedure. You need to log in to your parental control software or to the Internet through your ISP as an administrator to change your configuration.

If you use a proxy server to connect to the Internet, you must configure the proxy settings. To configure the proxy settings, go to the Norton 360 main window, and then click **Settings > Administrative Settings > Network Proxy Settings > Configure**.

Exploring the main window

When you open Norton 360, the main window provides access to all Norton 360 features, options, Help, and Support. You can also view the status of your protection categories, computer and Web protection, and file backups.

The main window contains the following areas that provide access to tasks and services.

The following links are displayed at the top of the main window:

Tasks	Opens the Tasks page, which lets you run scans, check for updates, view Security History, check Vulnerability Protection, and check Norton Security Map. This area also lets you manage backup sets, run backup, restore files, buy more storage, and restore online backup by browser. You can also run a Diagnostic Report, run Startup Manager, run Registry Cleanup, run Norton Insight, and check Norton Tasks.
Settings	Opens the Settings page, which lets you customize Antivirus settings, configure Firewall settings, customize Antispam settings, configure the My Network management tool, and configure Parental Controls. This area also lets you configure Identity Protection, schedule Tuneup tasks, manage Administrative Settings, and manage Backup Settings. You can use the Quick Controls to turn on and off Norton 360 features.

Performance	Opens the Performance window which shows all installs, downloads, optimizations, detections, alerts, and instances of Quick Scan that have occurred on your computer since installing Norton 360. The window also displays a detailed graphical representation of the CPU and the memory usage by your Norton product. You can also view Norton Tasks, Insight Protection, Application Ratings, and Startup Manager information.
Feedback	Opens the Feedback page, which lets you submit feedback about your experience with Norton 360 It also lets you go to the Help & Support page.
Account	Opens the My Account page, which lets you access your Norton Account, renew your subscription and buy more storage. You can also activate your product. This area also lets you buy another product license and check your monthly product report. You can also use this page to view your subscription information and your available online backup space.
Support	Opens the Norton Help Center, the Norton Autofix page, and the product tutorials. You can view your subscription status, the User License Agreement, and the product information.

Protection categories is the largest area on the main window. The protection categories provide an overall system status. Your status may be Protected if your computer is secure, Attention if an area needs your attention, or At Risk if your computer is at risk. This area also provides a **Fix Now** icon when needed. If an area needs your attention, it is reflected in one or more protection categories. The protection categories include the following:

Security	Lets you view PC Security details, run scans, run LiveUpdate, manage Firewall, and run Norton Insight.
Identity	Lets you view Identity Protection details, manage Identity Protection, and configure or log in to Identity Safe.
Backup	Lets you view Backup Details, manage backup sets, run Backup, restore backup files, and buy more storage.
Tuneup	Lets you view PC Tuneup Details, run Disk Optimization, run File Cleanup, run Diagnostic Report, and run Startup Manager.

The following icons are displayed at the right side of the main window:

Manage	Lets you access and install Norton Management. Norton Management helps you manage your Norton products installed on all of your devices from one location.
Mobile	Lets you download and install comprehensive protection for smartphones and tablets running Android.

Online Family	Lets you access Norton Online Family that helps you monitor your child's activities on the Internet. Norton Online Family may not be available in some versions of Norton 360.
Safe Web	Checks the safety of a Web site and provides you with a Safe Search experience. Safe Web may not be available in some versions of Norton 360.

Your activation status or subscription status appears at the bottom of the main window. You can use the **Activate Now** option or the **Subscribe Now** option to activate or subscribe your Norton product.

About Norton 360 status

Norton 360 displays the security status of your computer under the **Security** section of the main window. Based on the security status of your computer, Norton 360 shows your system status as **Protected**, **Attention**, or **At Risk**.

The system status indicator displays one of the following statuses:

Protected	Indicates that your computer is protected from threats, risks, and damages.
Attention	Indicates that your computer requires attention. At the bottom section of the Norton 360 main window, click **Fix Now** to resolve the security threats on your computer.

At Risk	Indicates that your computer is at risk. At the bottom section of the Norton 360 main window, click **Fix Now** to resolve the security threats on your computer.

Norton 360 displays individual security status for each protection category, such as Security, Identity, Backup, and Tuneup. Based on the security status of the different components of your computer, the status areas of the four protection categories are marked as **Protected**, **Attention**, or **At Risk**.

When your system status or protection categories statuses are marked as **At Risk** or **Attention**, at the bottom section of the Norton 360 main window, click **Fix Now** to resolve all the security threats on your computer.

Responding to security status indicators

When your system encounters a threat or a risk, the product displays the security status under the **Security** section of the main window. When a status indicator displays a status, you can take appropriate action to improve your protection status. Your protection is based on the programs that are installed on your computer. To improve your protection status, ensure that your installed programs are up to date.

When your system status or protection categories statuses are marked as **At Risk** or **Attention**, you can resolve the security issues directly from the main window.

To respond to security status indicators

1. In the Norton 360 main window, click **Fix Now**.
2. Follow the on-screen instructions.

About managing messages and alerts

Norton 360 displays messages in several ways and in several locations.

You might see messages in the following locations:

Notification area on your Windows desktop	Several types of Norton 360 messages appear in the notification area, at the far right of the taskbar. For example, your PC was turned off, or it has not been connected to the Internet for a while. In this case, you see a message that your protection may not be up to date. A different alert appears if a security setting was turned off. This message warns you that your PC might not be secure and helps you to turn on the setting. In most cases you can click the alert to open Norton 360 and fix the problems.
Norton 360 main window overall status	Alerts and other messages appear at the middle of the main window. The color of the message indicates its urgency. If the message color is green, your computer is protected. If the message color is orange or red, you must take appropriate action to ensure that you stay protected.

Norton 360 protection categories and details	Norton 360 displays individual status areas for each protection feature, such as **Security**, **Identity**, **Backup**, and **Tuneup**. The status areas show how many issues need to be resolved for each feature. You can use **View Details** under each status area for more information about those issues. You can use the **Fix Now** option to fix all the issues that need to be resolved to secure your computer.

For more information

The product documentation helps you use Norton 360. You can find the information that you need on your computer and on the Symantec Web site.

Accessing Help

Help is available throughout your Norton product. Help provides links to information that assists you with the specific tasks that you want to complete. The online Help provides a guide to all of the product features.

To access Help

1. At the top of the main window, click **Support**.
2. In the drop-down menu, click **Help**.

To print a Help topic

1. In the **Help** window, click the **Printer** icon.
2. Click **OK**.

Accessing the user guide PDF

You can find the Norton 360 User Guide on the CD in PDF format. You must have Adobe Reader or a compatible PDF reader installed on your computer to read the PDF.

If you purchased this product as a download, the PDF is not included. You must download the PDF from the Symantec Web site.

To install Adobe Reader

Do one of the following:

- Insert the CD into the optical drive.

1. In the window that appears, click **Browse CD**.
2. Double-click the **Manual** folder.
3. Click the **GetAdobeReader** link.
4. Follow the on-screen instructions.

After you install the Adobe Reader, you can read the PDF from the CD.

To read the user guide PDF from the CD

Do one of the following:

- Insert the CD into the optical drive.

1. In the window that appears, click **Browse CD**.
2. Double-click the **Manual** folder.
3. Double-click the language folder. For example, if you use English version of the product, click **en-US** folder.
4. Double-click the PDF.

You can also copy the user guide to your computer and read it from there.

To read the user guide that you copied to your computer

1. Go to the location into which you copied the PDF.
2. Double-click the PDF.

Accessing the Symantec Web site

You can access the Symantec Web site in a browser.

To access the Symantec Web site in your browser

1. Open your Web browser.
2. Go to the following URL:
   www.symantec.com

Responding to emergencies

4

This chapter includes the following topics:

- Using the Norton Bootable Recovery Tool

Using the Norton Bootable Recovery Tool

If the installation of your Norton product fails, you can use the Norton Bootable Recovery Tool to scan and remove any security threats that prevent successful installation. If your computer is infected and you are not able to start your Windows operating system, you can use Norton Bootable Recovery Tool to remove threats and recover your computer.

Norton Bootable Recovery Tool is available on the product CD that you purchased. You can use the product CD as a recovery media.

If you have purchased this product as a download, go to the following URL to download the Norton Bootable Recovery Tool Wizard:

http://www.norton.com/recoverytool_n360

Norton Bootable Recovery Tool automatically downloads the latest virus definitions from Symantec servers and uses these virus definitions to secure your computer from all types of viruses and latest security threats. If Dynamic Host Configuration Protocol (DHCP) is enabled, virus definitions are automatically updated when your computer is connected to the Internet. Therefore, you must use an Ethernet connection to

update the virus definitions in Norton Bootable Recovery Tool. You cannot update the Norton Bootable Recovery Tool virus definitions by using a wireless network connection.

If the virus definitions are out of date, Norton Bootable Recovery Tool may not detect and remove all the latest security threats from your computer.

To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton 360, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

To use the Norton Bootable Recovery Tool

1. Insert the Norton Bootable Recovery Tool recovery media.
2. Turn on or Restart your computer and enter to the BIOS mode.
   You can enter the BIOS mode by pressing the key that is displayed immediately after your system is turned on.
3. Select the recovery media on which you have created the Norton Bootable Recovery Tool and then press Enter.
   If you are using UEFI-enabled machine, select the recovery media under the **Legacy Boot** option instead of the **UEFI Boot** option.
   The recovery media can be the Norton Bootable Recovery Tool CD, DVD, or USB key.
4. Read the Norton License Agreement, type your Product Key, and then click **I Agree**.
   If you use a non-QWERTY keyboard, use the **Virtual Keyboard** option to enter your Product Key.
5. In the Norton Bootable Recovery Tool window, click **Norton Advanced Recovery Scan**.

6 In the Scan section, click **Start Scan**.
When the scan is complete, the scan results window lists the following:
- The total number of files scanned
- The total number of threats detected
- The total number of resolved threats
- The total number of unresolved threats
- The details of each detected threat

7 In the scan results window, do one of the following:
- To fix all of the threats that are found on your computer, select **Set all action to Fix**.
- To perform appropriate actions for each of the threats, select **Fix** or **Ignore**.

8 Click **Continue**.

9 If a confirmation dialog box appears, click **OK**.

10 In the Scan Summary window, review the scan summary and do one of the following:
- Click **Done**.
- To run another scan, click **Scan Again**.

Downloading the Norton Bootable Recovery Tool Wizard

If your attempt to install a Norton product fails, you can download the Norton Bootable Recovery Tool Wizard. This easy-to-use wizard helps you create Norton Bootable Recovery Tool on a CD, DVD, or USB key. You can use Norton Bootable Recovery Tool to scan your computer and remove any security threats that prevent successful installation.

It is recommended that you download and install Norton Bootable Recovery Tool Wizard on a computer that does not have any security threats and create Norton Bootable Recovery Tool. If you create Norton Bootable Recovery Tool on an infected computer, there is a chance that the recovery CD, DVD, or USB key might get infected.

To use Norton Bootable Recovery Tool, you must use the product key of the Norton product that you purchased. If you use a trial version of Norton 360, you need to create a Norton Account to receive a product key to use Norton Bootable Recovery Tool.

You can download Norton Bootable Recovery Tool Wizard in one of the following ways:

- From the **Start** menu.
- From the Norton Support Web site.

To download the Norton Bootable Recovery Tool Wizard from the Start menu

1. On the Windows taskbar, do one of the following:
   - In Windows XP, click **Start > Programs > Norton 360 > Norton Recovery Tools**.
   - In Windows Vista or Windows 7, click **Start > All Programs > Norton 360 > Norton Recovery Tools**.
   - In Windows 8, on the **Start** screen, click **Norton Recovery Tools**
2. Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from the Internet

1. Open your Web browser, and go to the following URL:
   http://www.norton.com/recoverytool_n360
2. Follow the on-screen instructions.

To download the Norton Bootable Recovery Tool Wizard from Norton 360

1. In the Norton 360 main window, click **Scan Now**.
2. In the **Computer Scan** pane, do one of the following:
   - Click **Quick Scan**.
   - Click **Full System Scan**.
3. At the bottom of the scan window, next to **If you think there are still risks**, click **click here**.

4 In the **Norton Rescue Tools** Web page, click **Download Norton Bootable Recovery Tool**.

5 Follow the on-screen instructions.

Service and Support Solutions

About Support

If you have purchased Norton 360, you can access Support from the product.

Support offerings may vary based on the language or product.

Accessing Norton Autofix

This feature is available for Norton 360, Norton Internet Security, and Norton AntiVirus.

Norton Autofix offers the tools that automatically diagnose and resolve common issues. You can also search for solutions or gain easy access to support by phone, as well as support by chat and email.

Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. To learn more about full support details, go to:

www.norton.com/support

To access Norton Autofix

1. In the main product window, click **Support**.
2. In the drop-down list, click **Get Support**.

About Self Help

The Symantec Web site contains answers to the most common customer questions. From our Web site you can:

- Find help with your subscription, download, product activation, or other nontechnical issues.
- Search our Support Resources for help with technical issues, such as installing, configuring, or troubleshooting errors with your Norton products.
- Find information about the latest virus threats and removal tools.

You can access the Symantec support Web site at:

www.norton.com/support

If you are a Norton One Premium Member, go to the following Norton One support Web site for information on this topic:

https://one.norton.com/support

Contact Support

In addition to using our Self Help options, you can contact a support representative by chat, email, or phone.

Availability of support varies by region. Regular telephone and Internet connection fees apply in certain countries. For full support details, please visit:

www.norton.com/support

Following is an overview of our support offerings:

Chat	Chat in real time with a support representative. For more complex technical issues, chat offers the option to allow a support representative to connect remotely to your computer and resolve your problem. Chat support is free, with the exception of our Virus and Spyware Solution service.
Email	Submit your question on our Web site and receive a response by email. Email support has a slower response time when compared to chat or phone. Email support is free.
Phone	Speak to a support representative in real time.

To contact a support representative, please visit the Symantec support Web site at the following URL:

www.norton.com/support

The online support option is displayed first, followed by the contact options where you can select the type of support you prefer.

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Quick Installation

Norton 360 includes protection updates and new product features as available throughout this renewable service period. With this service you receive the right to use this product on one computer or on the specified number of computers during the service period, which begins upon initial installation. This renewable service includes protection updates and new product features as available throughout the service period, subject to acceptance of the Symantec License Agreement included with this product and available for review at:

www.symantec.com

Product features may be added, modified, or removed during the service period.

Before you begin, you should close all open programs on your computer and ensure that you are connected to the Internet.

Installing Norton 360

You can install Norton 360 from a CD or from a file that you download.

To install Norton 360

1. Do one of the following:
   - If you install from a CD, insert the CD into the optical drive.

     In Windows Vista or Windows XP, click **Install Norton 360.**

     In Windows 7 or Windows 8, click **Launch Norton Install** and then click **Install Norton 360**.
   - If you downloaded your copy of Norton 360, double-click the file that you downloaded.
2. In the Norton 360 installation page, enter the Product Key if prompted.
3. Click the **Norton License Agreement** link, read the agreement, and then click **Close**.
4. After you have read the agreement, click **Agree & Install**.

Norton from Symantec products protect consumers from traditional threats with antivirus, phishing protection, and spyware protection. They also protect against bots, drive-by downloads, and identity theft, and are light on system resources. In addition, Symantec provides services such as online backup and PC Tuneup, and is a trusted source for family online safety. For more information, please click one of the following links:

Antivirus | Phishing Protection | Spyware Protection | Online Backup

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